

Name: _____

Pharmacy Aide

Directions:

Evaluate the student by entering the appropriate number to indicate the degree of competency. The rating for each task should reflect **employability readiness** rather than the grades given in class.

Rating Scale:

- 3 Mastered** – can work independently with no supervision
- 2 Requires Supervision** – can perform job completely with limited supervision
- 1 Not Mastered** – requires instruction and close supervision
- N No Exposure** – no experience or knowledge in this area

☐ Successfully completed the Health Care Assistant Core Competencies

3	2	1	N	A. Describe and demonstrate professional behavior, ethical and legal standards, and roles and functions of pharmacy professionals	Notes:
				1. Identify the roles and responsibilities of team members.	
				2. Identify educational requirements of pharmacy team members.	
				3. Identify opportunities for employment in the pharmacy industry.	
				4. Follow a chain of command.	
				5. Maintain patient confidentiality.	
				6. Practice professional work habits.	
				7. Follow state regulations governing pharmacies.	
				8. Locate OSHA poster and MSDS in the clinical site.	
				9. Identify regulations of the DEA.	
				10. Identify regulations of the FDA.	
				11. Identify OSHA regulations.	
				Other:	

3	2	1	N	B. Demonstrate professional interpersonal and communication skills	Notes:
				1. Use verbal and nonverbal communication.	
				2. Utilize communication techniques in handling difficult situations.	
				3. Use proper etiquette in answering the telephone.	
				4. Place business calls.	
				5. Greet customer properly.	
				6. Assist customer in locating needs within the pharmacy.	
				7. Participate as a team member.	

				8. Gather information needed at initial patient contact.	
				9. Communicate effectively with co-workers.	
				Other:	

3	2	1	N	C. Perform pharmaceutical identification, differentiation and calculations	Notes:
				1. Locate drugs in the pharmacy stock.	
				2. Identify drug classifications.	
				3. Differentiate between over-the-counter medications and prescription drugs.	
				4. Differentiate between brand name and generic drugs.	
				5. Differentiate between routes of administration.	
				6. Differentiate between dosage forms.	
				7. Identify terms related to patient response to drugs.	
				8. Use reference books in the pharmacy.	
				9. Use abbreviations appropriately.	
				10. Convert measurement system.	
				11. Use measuring devices.	
				Other:	

3	2	1	N	D. Process prescriptions safely and accurately	Notes:
				1. Process information for new prescriptions.	
				2. Identify components of a complete prescription.	
				3. Select physician orders pertinent to the pharmacy.	
				4. Identify the “rights” for processing a prescription order or physician order.	
				5. Differentiate between medication packaging systems.	
				6. Generate prescription labels.	
				7. Calculate anticipated drug usage for a prescribed period.	
				8. Prepare liquid dosage medications for dispensing into bottles.	
				9. Prepare topical, otic, ophthalmic, rectal, and vaginal medications for dispensing.	
				10. Prepare solid dosage medications for dispensing into bottles.	
				11. Prepare solid dosage medications for dispensing into unit dose packaging.	
				12. Prepare liquid dosage medications for dispensing into unit dose packaging.	

				Other:	
--	--	--	--	--------	--

3	2	1	N	E. Prepare and maintain pharmacy facilities, inventory and supplies	Notes:
				1. Straighten and clean shelves.	
				2. Identify proper disposal of expired drugs.	
				3. Set up displays – retail.	
				4. Store drugs properly.	
				5. Maintain pharmacy stock.	
				6. Receive an order of medication.	
				7. Inventory and restock floor medications.	
				Other:	

3	2	1	N	F. Demonstrate basic retail business operations	Notes:
				1. Operate a cash register.	
				2. Process a third-party payer claim.	
				3. Calculate co-payment amount for a prescription.	
				4. Calculate co-insurance amount for a prescription.	
				5. Process cash sales.	
				6. Process credit sales.	
				7. Process in-store credit sales.	
				8. File chronologically.	
				9. Compose business letters and memos.	
				Other:	